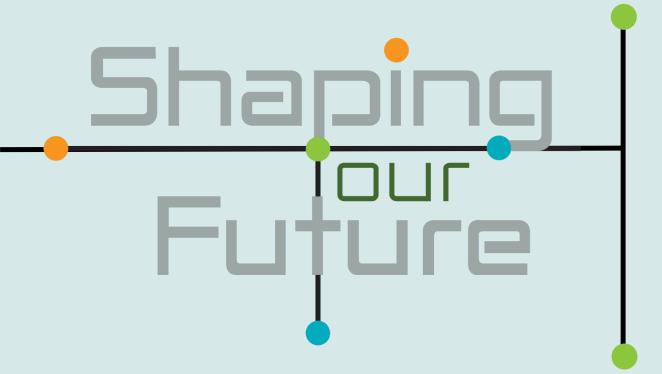


# 2017 ONPHA Conference and Trade Show



### **505**

# Achieving safe and healthy communities

#### **PRESENTED BY:**

Nathan Hoedeman, Director of Community Safety Services, Ottawa Community Housing

Marino Sani, Manager of Community Safety Services, Ottawa Community Housing



# Learning goals

- 1. Show how working closely with tenants, other department staff and community partners can greatly enhance perceptions and reality of personal and community safety in social housing.
- 2. "The problem and the solution are often found in the same environment"...we tested this theory and it works!
- 3. Care and compassion are more effective than law and order.







#### OCH COMMUNITY SAFETY SERVICES





#### OCH COMMUNITY SAFETY SERVICES



- 30 Community Safety Workers
- 3 Supervisors
- 2 Dispatchers
- 1 Administrative Coordinator
- 1 Manager
- 1 Director

#### OCH COMMUNITY SAFETY SERVICES



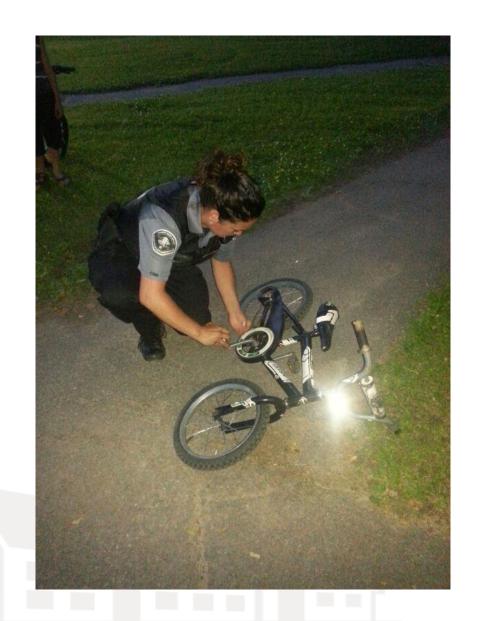
#### **Vision**

"To achieve safe and secure communities by creating a team of safety ambassadors who foster trusting relationships and work collaboratively with tenants, staff and community partners"



### SAFETY AMBASSADORS





### SAFETY AMBASSADORS





### COLLABORATION WITH TENANTS AND PARTNERS









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### 2. OCH COMMUNITY SAFETY SERVICES



- We are committed to professionally serve OCH tenants by:
  - Being <u>present and approachable</u> in the community
  - Responding to tenant and community concerns related to safety
  - Working in collaboration with tenants and community partners
  - Adopting a <u>community-based</u>
    <u>problem solving</u> approach





### 5. PRESENT AND APPROACHABLE





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### 4. PROFESSIONAL RESPONSE

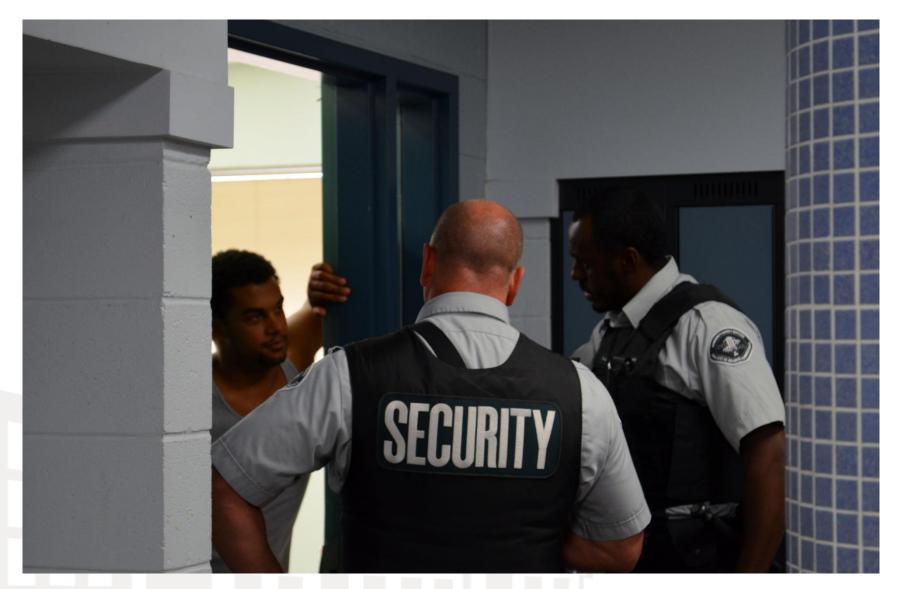




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### RESPONDING TO TENANT CONCERNS





### 3. COLLABORATION WITH PARTNERS





### COMMUNITY BASED PROBLEM SOLVING





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### GUIDING PRINCIPLES



- Build trust and confidence through meaningful engagement
- Work collaboratively and seek integrated best practices
- Act consistently and respond specifically
- Identify root causes and find long term sustainable solutions
- Use enforcement strategically (tenant evictions and arrest of offenders are a <u>last resort</u>)



#### TENANT AND NEIGHBOUR COMPLAINT PROCESS



- OCH Tenant Community Workers take the lead in working with tenants to:
  - Investigate complaints
  - Develop appropriate solutions
  - Refer to outside resources, if appropriate
  - Recommend legal action to terminate a tenancy
- OCH's goal is to maintain and support successful tenancies



### RESIDENTIAL TENANCIES ACT



#### **Grounds for Termination of Lease**

- Substantial inference with other tenants' right to reasonable enjoyment of the residential premises
- Willful or negligent damage to the residential premises
- Illegal acts on the residential premises
- Serious impairment of safety

### **EVICTIONS**



#### For illegal activity:

- The illegal act must have been committed or permitted by the tenant
- It must happen on the residential premises
- It must affect the character of the premises

In cases involving drugs or weapons, OCH works closely with police, and requests summons so that officers can testify at the LTB

#### For cause:

- If a tenant persists in disturbing the neighbours, or engages in criminal or unsafe behaviour, OCH will commence legal action to end the tenancy
- Only the Landlord and Tenant Board (LTB) can terminate a tenancy
- Residential Tenancies Act (RTA) defines grounds and process for eviction

### 6. Success Measures



- Tenant Engagement
- Tenant Mobilization
- Early reporting
- Joint problem solving
- Sustainable solutions
- Tenant satisfaction
- Successful Tenancies
- Tenant trust





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# THANK YOU

